

County of San Diego Clerk of the Board of Supervisors

2004-2005 Annual Report

COMMITMENT





2005-2010 Strategic Plan

Mission: “To provide the residents of San Diego County with superior County services in terms of quality, timeliness, and value in order to improve the region’s quality of life.”

Guiding Principles:

- Provide for the safety and well-being of those San Diego communities, families, individuals, and other organizations we serve.
- Ensure the County’s fiscal stability through periods of economic fluctuations and changing priorities and service demands.
- Preserve and enhance the environment in San Diego County.
- Promote a culture that values our employees, partners, and customers and institutionalizes continuous improvement and innovation.

Vision: “A County government that has earned the respect and support of its residents.”

Strategic Initiatives:

Kids <i>“Improve Opportunities for children.”</i>	The Environment <i>“Promote natural resource management strategies that ensure environmental preservation, quality of life, and economic development.”</i>	Safe and Livable Communities <i>“Promote safe and livable communities.”</i>
<ol style="list-style-type: none"> 1) Encourage healthy behaviors and address children’s health issues to help ensure healthy adulthood. 2) Link eligible needy children to no-cost and low-cost healthcare coverage. 3) Provide quality care and supportive services for at-risk youth and children in the dependency system to create a nurturing environment that enables and encourages them to succeed. 4) Address and prevent the harmful effects on youth of exposure to violence. 5) Support families with children as they transition from welfare to work and seek self-sufficiency. 6) Create enriching experiences to engage youth and their families in activities that will help them reach their full potential as adults. 	<ol style="list-style-type: none"> 1) Implement habitat conservation programs. 2) Develop and implement land use planning strategies that address the issues, needs, and concerns of both the present and future. 3) Balance housing, open space preservation, and economic development needs on behalf of residents, taxpayers, and businesses. 4) Implement a strategy to improve the water quality of our streams, rivers, bays, and ocean. 5) Reduce environmental risk through regulation, intergovernmental collaboration, and leveraging public and private resources. 6) Decrease conflict over land use and actively facilitate responsible development. 	<ol style="list-style-type: none"> 1) Increase community residents’ accountability for public safety. 2) Address primary contributors to crime, including substance abuse, truancy, illiteracy, and mental health problems. 3) Enhance efforts to stop domestic violence, focusing on prevention, victim support, and reducing recidivism. 4) Improve emergency preparedness, response, recovery, and mitigation capabilities for both natural and man-made disasters. 5) Promote the health and well being of adults and seniors. 6) Help residents find safe and affordable housing. 7) Promote wellness and self-sufficiency. 8) Develop techniques to attract businesses to all economic sub-regions of the County. 9) Maintain and expand parks. 10) Expand access to information resources for all residents. 11) Develop and support services, programs, and initiatives that enrich our residents’ quality of life.

Required Disciplines:

To sustain operational excellence and serve as key enablers of the Strategic Initiatives

- | | | |
|-------------------------|--------------------------------|-------------------------------|
| • Fiscal Stability | • Skilled, Competent Workforce | • Accountability/Transparency |
| • Customer Satisfaction | • Essential Infrastructure | • Continuous Improvement |
| • Regional Leadership | • Information Management | |

Clerk of the Board of Supervisors



CONTENTS

Strategic Plan.....	Inside Front Cover
Mission Statement/Aspirations.....	
Introduction.....	2
County Board of Supervisors.....	3
Program Accomplishments/Goals.....	4
Executive Office.....	5
Legislative Services.....	5
Public Services.....	8
CAC Facilities Services.....	10
CAC Major Maintenance.....	12
Board General Office.....	15
Major Maintenance.....	16
Financial Data.....	17
Clerk of the Board of Supervisors Team.....	18
Employee Recognition.....	19
Service to the Community/Conclusion.....	20
Required Disciplines.....	Inside Back Cover

Commitment

Pronunciation: k&- 'mit-m&nt

Function: *noun*

1 a : an agreement or pledge to do something in the future; *especially* : an engagement to assume a financial obligation at a future date **b** : something pledged **c** : the state or an instance of being obligated or emotionally impelled <a *commitment* to a cause>

2005 MANAGEMENT TEAM



Frank Ortega
Facilities Superintendent
Facilities Services

David Hall
Chief Deputy
Programs and Personnel

James Browning
Chief Deputy
Operations and Finance

Harold Randolph
Program Manager
Legislative Services

Grace Andoh
Program Manager
Public Services

Thomas Pastuszka
Executive Officer
Clerk of the Board

Frank Galang
Program Manager
Executive Office



The Clerk of the Board of Supervisors Department is committed to provide consistently excellent service and support to the Board of Supervisors and the people we serve in an efficient and friendly manner.



Aspirations of Our Team:

Works toward a common goal * Develops its members' skills * Efficiently uses its time and talents * Embraces the diversity of its members * Is committed to continuous improvement * Builds morale internally * Performs effectively and produces results * Accepts praise and criticism * Cooperates rather than competes * Maintains a positive attitude toward everyone's ideas * Stays on task * Uses resources wisely * Communicates openly * Teaches and learns from one another * Resolves conflicts effectively * Welcomes challenges * Shares pride in its accomplishments * Celebrates successes!

Clerk of the Board of Supervisors



THOMAS J. PASTUSZKA
EXECUTIVE OFFICER/CLERK

County of San Diego

CLERK OF THE BOARD OF SUPERVISORS

1600 PACIFIC HIGHWAY, ROOM 402, SAN DIEGO, CALIFORNIA 92101-2471

TELEPHONE (619) 531-5600
FAX (619) 595-4616

Vince Lombardi noted that “Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work.” One of the reasons for the success of our department is the individual commitment of our staff to our mission and the values and aspirations we share.

- We are committed to our mission and the democratic process;
- We are committed to developing and maintaining excellent relationships within the office and with our customers;
- We are committed to staff development, demonstrated by our nationally awarded Training and Orientation Program, and in our succession planning;
- We are committed to regional leadership, demonstrated by our hosting the California Clerk of the Board of Supervisors Association Annual Conference;
- We are committed to providing outstanding customer service, which is reflected in our consistently high ratings in the Chief Administrative Officer’s customer satisfaction report and our own customer surveys;
- We are committed to efficient performance, investing in technology and streamlining procedures to focus on meeting our customers’ needs in the most economical manner possible;
- We are committed to conservation of our natural resources, demonstrated by effective initiatives which have significantly reduced electricity and natural gas usage at the County Administration Center;
- We are committed to family, promoting family-friendly policies that help foster a culture that values our employees;
- We are committed to community, demonstrated by the involvement of staff in County organizations as well as civic and community projects.

Throughout this report you will see the achievements made by the Clerk of the Board team. We are appreciative of the support of the Board of Supervisors and the County Management team, and the commitment of each of our outstanding staff members who make these achievements possible.

It is a privilege to serve as the Clerk of the Board and to be part of such an outstanding team. I am pleased to share this report which lists our accomplishments as well as our goals and plans for the future.

Thomas J. Pastuszka
Executive Officer/Clerk of the Board of Supervisors

Clerk of the Board of Supervisors

2005 Annual Report



Board of Supervisors



Greg Cox
Supervisor
District One



Dianne Jacob
Supervisor
District Two



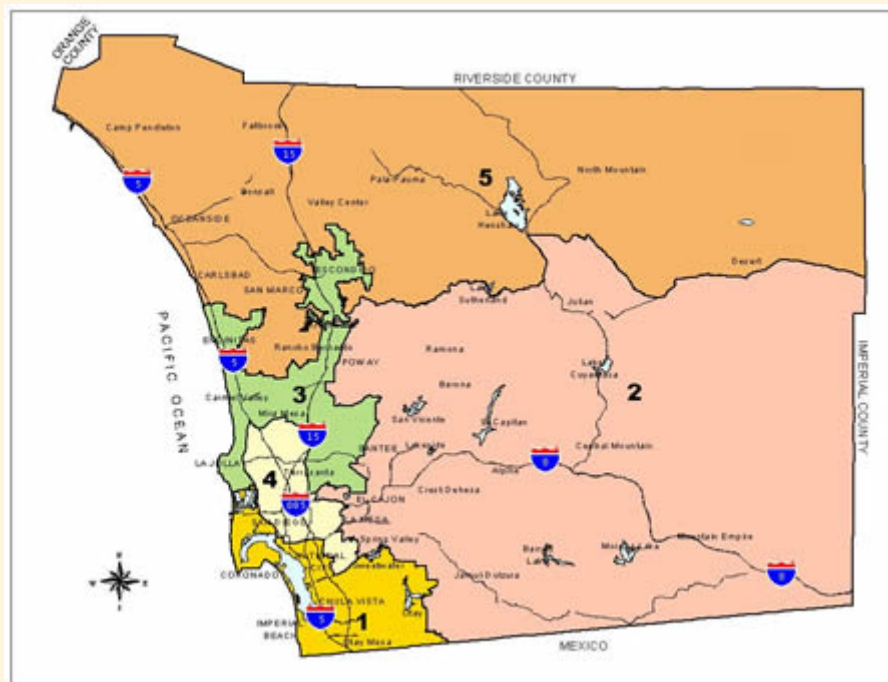
Pam Slater-Price
Supervisor
District Three



Ron Roberts
Supervisor
District Four



Bill Horn
Supervisor
District Five



Clerk of the Board of Supervisors



2005 Executive Office

James Browning, David Hall, Thomas Pastuszka,
Frank Galang

PROGRAM DESCRIPTION

The Executive Office of the Clerk of the Board provides leadership for carrying out the Clerk of the Board Mission and is responsible for efficient and effective administration of the Clerk of the Board department and Board General Office operations. Provides direct support to the Board of Supervisors, Special Districts, City Selection Committee, and provides administration of Labor Relations Ordinance. Processes and tracks referrals of communications to the Board, Chief Administrative Officer, County departments, and agencies. Prepares and monitors the department and Board district budgets. Responsible for maintenance, security, grounds, landscaping, custodial services and space planning for the 18-acre County Administration Center (CAC) complex. Oversees the CAC Master Plan guiding general use plans for the historic County Administration Center. Manages over \$12 million of budgets and trust accounts.

2004/2005 ACCOMPLISHMENTS

Hosted California Clerk of the Board of Supervisors Association (CCBSA) Annual Conference including the arrangement of presentations on topics of interest to Clerks of the Board. As part of the CCBSA conference, established and offered seminars to staff in areas such as the legislative process, legal and ethical standards, and fun in the workplace.

Reframed and restored all CAC historic art.

Established a "Tenant's Guide to the CAC" focusing on issues such as security, the wellness center, use regulations, the cafeteria, vending machines, parking regulations, emergency procedures, safety issues, bulletin boards, community newspapers, signage regulations, art halls/art walls, news stand, coffee cart, hours of operation, evacuation chairs, automated external defibrillators, CAC key departments and contacts, etc.

To ensure the quality and accuracy of the COB website, developed a plan to assign responsibility of various areas to subject matter experts on staff and established regular timeframes for ongoing reviews.

Implemented a quality review of two procedures:
Processing Employee Performance Reports
Preparation of Referrals

Conducted monthly Quality First Plan updates for all department staff.

Provided Legal and Ethical Standards training to staff.

Established a staff development program in the area of basic budgeting, book-keeping and accounting principals.

Established a staff development program in the fundamentals of clerking meetings and parliamentary procedure.

Clerk of the Board of Supervisors



***Commitment to Staff Development:
COB Training and Orientation Program Honored with NACO Award***

As part of the department's General Management System (GMS), the staff of the department participate in retreats to develop our Quality First goals, and to identify opportunities to better accomplish our mission. During the Fall 2003 retreats, new-hire orientation and training was raised by our staff as one such opportunity for improvement. The department's Training and Development Committee was then engaged in the process and proposed a framework, which was further developed by the management team.

Through the identification of the issue using our GMS retreats, the efforts of the Training and Development Committee, the work of the management team and department staff, the Clerk of the Board department developed a five-part training and orientation program, which has been in use since 2004.

This year the Clerk of the Board was honored by the National Association of Counties as a 2005 Achievement Award Winner for our training and orientation program. The NACo Achievement Award Program recognizes counties for improving the management of and services provided by county government.

We are pleased to be recognized by the National Association of Counties and proud of our training program. We will continue to use the General Management System to identify and take advantage of opportunities for improvement throughout the department.



**2004-2005
ACCOMPLISHMENTS
(Continued)**

Arranged for appropriate staff to attend the Process Improvement training series consisting of the following components:

- o Introduction to Process Design
- o Tools for Process Improvement
- o Process Improvement Teams

Developed and implemented revised new hire orientation and training process.

Established a staff development tool to include better identifying levels of employee expertise as defined by their experience, knowledge and demonstrated capabilities in their position.

2005-2006 GOALS

Reduce hours of lost productivity by 5% over FY 04-05. Reduce claims through staff training, continuing the use of departmental safety committees, use of ergonomic equipment and participation in the County's Worksafe Stay-Healthy program.

Provide sexual harassment training to 100% of the supervisors in the department.

Provide respect in the workplace training to 50% of the employees in the department.

Develop an introductory class for each promotional classification.

Achieve an average score of 4.5 on internal customer surveys.

Monitor, and identify opportunities to improve Customer Satisfaction through hard copy customer survey cards, participation in the mystery shopping program, and participation in the county-wide customer satisfaction survey.

Pursue succession planning efforts ensuring maintenance of service levels in all programs in consideration of pending retirements.

Expand Intranet to include alphabetic, interactive, and user-friendly presentation of CAC Tenants Guide.

Clerk of the Board of Supervisors



Commitment to Regional Leadership

Fulfilling our role as a regional leader enables us to forge cooperative partnerships and leverage additional resources for the residents of San Diego County. The Clerk of the Board participates in the California Association of Clerks and Elected Officials as well as local organizations which focus on property management and facilities administration. The Clerk and department staff also serve as speakers and provide assistance to many community and professional organizations.

This year the Clerk of the Board was proud to host the California Clerk of the Board of Supervisors Association (CCBSA) Annual Conference, which is held in conjunction with the California State Association of Counties Annual Conference.

With the participation of County Counsel, Strategy and Intergovernmental Affairs, Internal Affairs, and the Chief Administrative Office, we arranged widely-attended presentations on topics of interest to Clerks of the Board. These presentations included such topics as Legal and Ethical Standards, Conflict of Interest, Performance Management, Public Records Act, and Strategies in Developing Creative, Spirited Places of Work.

The entire staff of the office was engaged in the process, either helping to facilitate the conference or attending one of the many seminars.

A number of Clerks of the Board from around the State expressed interest in going to the Administration Center for a tour of the Clerk of the Board Offices. We provided a continental breakfast and sessions on Assessment Appeals, our revenue-enhancing activities such as Passport Acceptance and Notary services, automated Board Agenda processing and our Document Management System.

Following the conference, the Clerk of the Board made all of the training material available on-line. The success of our efforts is best illustrated by some of the many comments of our guests:

“I appreciate you sharing all this information with our county. My entire staff will be able to review the information provided and look at possible ways to improve and update. Thanks for all of your hard work.”

Lydia Beiswanger, Merced County

“I wanted to thank you and Thomas for a great conference. I was so appreciative of all your hard work. Thanks again for a great conference.”

Pat Gunsolley, Inyo County



2004 CCBSA Annual Conference “Quiz Booth” participants from left to right: Diana Ortiz, Claire Tosh, Cristina Carles, Evelyn Lam, Raul Ibanez, Lixya Preston de Silva, Kellie Kellogg.
Not pictured: Sarah Panfil.



2005 Legislative Services Program

Gliceria Magpayo, Sara Burt, Maria Santos, Raul Ibañez, Nancy Vizcarra, Claire Tosh, Harold Randolph, Kellie Kellogg
Not Pictured: Lennox Birkhead, Denise McClendon, Teresa Zurita

PROGRAM DESCRIPTION

The Legislative Services program provides support services to the Board of Supervisors such as the preparation and distribution of agendas and statements of proceedings, processing of official documents and legal publication requests, administering the referral tracking system, and maintaining the Rules of Procedure, Board Policy Manual and the County Charter.

Legislative Services also administers the Property Tax Assessment Appeals process, which entails accepting appeals, scheduling hearings, coordinating appeals board member training, clerking hearings, and other support services.

Additional responsibilities include clerking and providing support to Air Pollution Control District Hearings; Providing customer assistance to organizations applying through the Community Enhancement application process; Providing support to the City Selection Committee; Providing administrative assistance to County Hearing Officers.

2004/2005 ACCOMPLISHMENTS

Completed 90 Percent of draft Board of Supervisor Statement of Proceedings within 24 hours of each Board Meeting.

Quality reviewed and input 90 percent of property tax assessment appeal applications system within 7 days of receipt during the filing period.

Implemented a quality review of two procedures: AAB Reset Procedures pertaining to Revenue & Taxation Code and Agenda Preparation Procedure.

Developed tracking database for billing of all Air Pollution Control District Hearing Board, Special District, Submission of Hearing Notices, and mailings for departments and other activities for which time and material costs are reimbursed.

Coordinated annual Assessment Appeals Board member training to meet state mandate and enhance member's skills.

- Worked with the State Board of Equalization Schedule training with State Board of Equalization.
- Provided each Board Member with training information.
- Ensured Logistics: Room Reservation, record meeting.

Participated in effort to replace CBAA system with a new property tax administration system in collaboration with the Assessor, Tax Collector and Auditor/Controller.

Reviewed and revised the process of revenue billing for legal publications.

Clerk of the Board of Supervisors



Commitment to Efficient Performance

The Clerk of the Board is committed to fast, accurate and efficient performance. We have invested in technology and training to automate what were once labor-intensive processes and we have streamlined procedures to focus on meeting our customers' needs in the most economical manner possible. The results speak for themselves.

In 1991, the department consisted of 42.39 staff in nine programs. Since then, a number of significant tasks have been transferred to the Clerk of the Board from other departments, and several major new initiatives have been undertaken such as passport acceptance service and notary service. The tasks transferred and new initiatives would have brought the staffing to 71. Despite that, the department operates today with just 37 people in 4 programs.

The department's pursuit of efficiencies has also resulted in a substantial reduction in the timeframes required to deliver the products and services we provide. Board of Supervisors meeting minutes, which once took 3 months are now completed in 24 hours. Processing documents related to Board meetings took 5 months in 1991; they are now done within seven days. Efficiencies have also been realized in County Code processing, Board Policy updates, property tax assessment appeal processing, and many other areas.

Maintaining and keeping our automation current is essential to the efficient and effective functioning of our operations. Strategic investments in technology have enabled us to operate with a lean and productive workforce. We rely on the Internet, Intranet and electronic mail as vehicles to our documents and information. The Document Management System (DMS) has resulted in cost savings through elimination of paper processes, the consolidation of tasks related to the agenda process and faster access for the public and county staff to documents and records.

The use of new technologies and procedural changes have enabled us to move resources to the front lines to provide direct customer assistance. This is evidenced by the results of the CAO's Customer Satisfaction Survey, in which the Clerk of the Board consistently achieves the highest ratings in the County, in our internal customer surveys and in the glowing compliments of our customers.

2005-2006 GOALS

- Participate in effort to replace CBAA system with a new property tax administration system in collaboration with the Assessor, Tax Collector and Auditor/Controller.
- Make greater use of electronic communications thereby reducing hard copy distribution costs of such items as Ordinances, Resolutions, Form 700 notifications, etc.
- Implement a quality review of twenty percent of procedures.
- Complete 90 Percent of draft Board of Supervisor Statement of Proceedings within 24 hours of each Board Meeting.
- Quality review and enter into the computer 90 percent of property tax assessment appeal applications system within 7 days of receipt during the filing period.
- Identify and organize classes to create training specific to each level of the department and segregated within that level as basic, intermediate and advanced.

Clerk of the Board of Supervisors



2005 Public Services Program

Lixya Preston de Silva, Divina Francia, Dawn Jimenez,
Marvice Mazyck, Grace Andoh, Meslissa Tibayan, Evelyn
Lam, Cristina Carles, Patricia Carranza, Diana Ortiz
Not Pictured: Sarah Panfil

PROGRAM DESCRIPTION

The Public Services program serves as the first point of contact for members of the public when they visit our office. The program provides services including passport application acceptance, notary public service, sales of money order and requests for official records. The program is responsible for scheduling County Administration Center (CAC) facility use by county, non-county groups or persons and coordinating usage of CAC rooms/facilities for special events. Public Services also provides management oversight for the Board General Office and administrative support to the District Offices.

Additionally, Public Services plays a role in ensuring regulatory compliance and serving the community in the following respects:

- Assists County Administration Office by notifying Groups of dates for Sunset review of County policies, ordinances, and codes.
- Notifies County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and coordinate and report results in compliance with County policy.
- Ensures public awareness of Board, Commission, and Committee volunteer opportunities.

- Ensures public awareness concerning Lobbyists ordinances.
- Provides information to the public concerning public agencies by filing annual report.
- Highlights the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.
- Provides information to the public concerning public officials by ensuring that mandated statements are filed in accordance with established regulations.
- Conducts the department's financial oversight tasks such as payroll, accounting, ARMS reporting and asset inventory.
- Provides development map services such as receiving tax security deposits, documents and fees; processing tax payments and refunds; releasing bonds and letters of credit.
- Responsible for codification of the Regulatory and Administrative Codes.

2004/2005 ACCOMPLISHMENTS

Increased revenue associated with passport acceptance and notary public service by expanding marketing campaign.

Implemented a quality review of two procedures.

Responded to 100 percent of record requests within 10 days of receipt.

Received commendation from the Federal Department of State as a Passport Application Acceptance Facility as part of their quality review process.

Revised payroll procedures to provide better quality control in relation to Form 700's for staff who are a direct responsibility of the COB.

Developed and instituted in-house records research training session for program staff.

Developed and implemented staff training on Citizen Advisory Boards.

Clerk of the Board of Supervisors



2005-2006 GOALS

Increase revenue associated with passport acceptance and notary public service by expanding marketing campaign.

Implement a quality review of twenty percent of procedures.

Respond to 100 percent of record requests within 10 days of receipt.

Assist Chief Administrative Office by notifying Groups of dates for Sunset review of County policies, ordinances, and codes.

Notify County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and coordinate and report results in compliance with County policy.

Increase public awareness of Board, Commission, and Committee volunteer opportunities.

Increase public awareness concerning Lobbyists ordinances.

Highlight the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.

Schedule new staff within public services to receive federal training and U.S. Passport Acceptance agents.

Provide information concerning public agencies for which the Board is the Governing body by sending Roster of Public Agencies Filings to State and County Clerk.

Provide information to the public concerning public officials by ensuring that mandated statements are filed in accordance with established regulations.

Implement revised Notary Public Policy and Procedures to enhance training, improve service, and ensure compliance with all applicable laws and regulations.

Commitment to Customer Satisfaction

The Clerk of the Board's standard for customer satisfaction is consistently excellent service. This standard is reflected in our mission statement, it is conveyed to our new staff during our three week orientation and training process, and it is repeated in program and department-wide meetings. The CAO's Employee Satisfaction Survey results tell us the message is being heard by our employees. For the past three years in a row, 100% of respondents have affirmed that providing quality service to customers is a priority in the department.

Customer satisfaction training and awareness has resulted in the provision of consistently excellent service to our customers. The CAO's Customer Satisfaction Survey has consistently rated the Clerk of the Board among the highest departments in the County. From 1998 through 2005, the Clerk of the Board received a 100% rating *five* times while during the same period, only one other department received a 100% rating. The office has also received over 7,800 internal customer survey cards since 1991, the start of our department customer surveys, providing us with the highest ratings in the areas of helpfulness, courtesy and professional knowledge.



This year the Clerk of the Board was honored by the United States Department of State for the high level of service provided to U.S. Passport applicants with a certificate of appreciation.

We have come a long way and we have been successful – but the key to success is continuous improvement. We will continue striving to discover and take advantage of opportunities to achieve and maintain consistently excellent service delivery.



2005 Facilities Services Program

Carlos Ruiz, Carlos Hyche, Sid Alvendia, Frank Ortega, Darnell Johnson, John Young, Jose Gomez, Ray Mahler, Ariel DeJesus, James Parks

PROGRAM DESCRIPTION

The Facilities Services program of the Clerk of the Board of Supervisors is responsible for maintaining the 18-acre property of the County of San Diego at the Embarcadero District of the City of San Diego. The complex houses the County Administration Building and the JB Askew Building with more than 360,600 square feet of public meeting rooms, office space, and public health facility. It also includes 212,694 sq. ft of landscaped areas, a lath house, and two parking lots with a total of 1,100 parking spaces.

Facilities Services is responsible for maintaining and improving life-and-fire safety conditions of the facility; providing efficient operation of facility systems and equipment, effective management of CAC major maintenance projects, personnel and historical preservation of the building, sufficient availability of security and custodial services to tenants and public at the facility; and quick response to all types of equipment and personnel emergencies.

2004/2005 ACCOMPLISHMENTS

Removed wired phones in generator room, switchboard, all 5th floor and utilize cell phones.

Conducted staff safety training, participated in departmental safety committees, promoted use of ergonomic equipment and participated on the County's Worksafe Stay Healthy program.

Participated in at least one safety related training event per quarter.

Decreased operating costs of the County Administration Center facility by focusing on energy conservation and equipment modification.

Replaced urinal flush meters with low water flow proximity sensors in all CAC restrooms.

Implemented a quality review of two procedures:

- BME Daily rounds procedure
- Update equipment list in MP2

Continued "Holiday Tree" to benefit San Pasqual Academy and contribute to other charitable causes.

Maintained machinery and safety equipment/plans.

- Completed 5-year maintenance tasks on all transformers in the facility.
- Inspected isolation valves in the fire hose cabinets.
- Replaced water pressure regulator in the boiler.

Developed and implemented a process to improve signage and maintenance in common areas of the facility.

Developed a plan to ensure more effective quality control in building maintenance projects.

Continued

Clerk of the Board of Supervisors



2003-2004 ACCOMPLISHMENTS

(Continued)

Continued commitment to on-going maintenance and facilities improvement projects.

- Repaired stress cracks on first floor hallway ceiling.
- Removed tire stops in North and South parking lots.
- Repaired signposts and add color-coded signage in parking lots.
- Increased maintenance requirements on Guardian of Water statue.
- Removed and fill tire stop plate in South parking.
- Cleaned ventilation duct in North and South restrooms.
- Refurbished carpets in 3rd floor hallway.
- Installed exhaust fan in SE restrooms.
- Replaced window in SE restroom.
- Replaced mirrors above sinks in all restrooms.
- Cleaned all historical light fixtures in lobbies.
- Updated information kiosk in lobby.



Commitment to Succession Planning

Facilities Superintendent Frank Ortega has announced his intention to retire. Frank has provided outstanding leadership to the Facilities Services Program for a number of years and it is the intention of the department to provide a continuity of the high level of service the tenants of the Administration Center have come to expect as a result of Frank's leadership. We feel it is imperative that Frank's knowledge and experience be imparted to his successor in a deliberate, intentional, and orderly manner through intense cross-training over an ample period of time. This year, working with Human Resources we created a Building Maintenance Supervisor position, allowing a formal selection process for Mr. Ortega's successor. Sid Alvendia was promoted to Building Maintenance Supervisor in January of 2005 and has undertaken a period of intense cross-training. The Clerk of the Board will continue to undertake succession planning efforts in all areas of the department to ensure the continuity of the services we provide.

2005-2006 GOALS

Decrease operating costs of the County Administration Center facility by focusing on energy conservation and equipment modification.

Revise Facility Services procedure such that Facilities staff will enter completed work orders on the MP2 maintenance system.

Monthly safety report analysis and appropriate follow-up.

Facilities Services staff will participate in at least one safety related training event per quarter.

Continue the use of departmental safety committee to identify and address safety issues within the department.

Continue "Holiday Tree" to benefit San Pasqual Academy and contribute to other charitable causes.

Continue commitment to on-going maintenance and facilities improvement projects.

- Refurbish JB Askew Boilers and Heating system.
- Refurbish Women's Restroom in room 402.
- Perform maintenance in all clean outs in the restrooms.
- Replace partitions between urinals and water closets as needed.

Continue commitment to improve County Administration Center (CAC) landscape and garden.

Install roof turbines in the Landscape Maintenance Shop.

Conduct bi-monthly safety meeting updates and self-help safety training classes.

Maintain machinery and safety equipment/plans.

- Test AHU shut down devices during the Fire Alarm Test.
- Update emergency procedures incorporating the Sheriff staff and new man-down system.

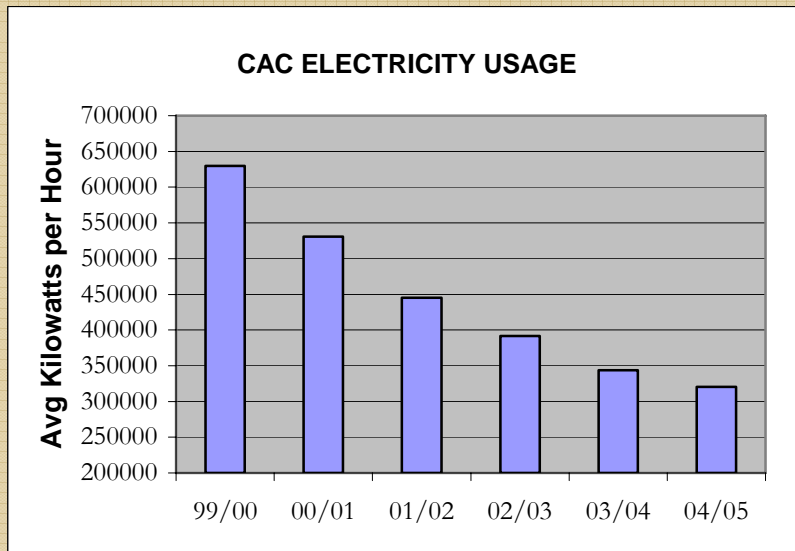
Create a card for use in Facilities Services when a person requesting maintenance is away from their desk.

Update single point of contact list in MP2.



Commitment to Conservation

The Clerk of the Board is dedicated to the environment and the conservation of natural resources. Since the Board appointed the Clerk of the Board to be administrator of the County Administration Center in 1996, the Facilities Services program has endeavored to integrate conservation practices throughout its operation. Facilities Services' conservation efforts range from modernizing equipment and seeking out energy-efficient products to reducing the operating hours of non-essential machinery.

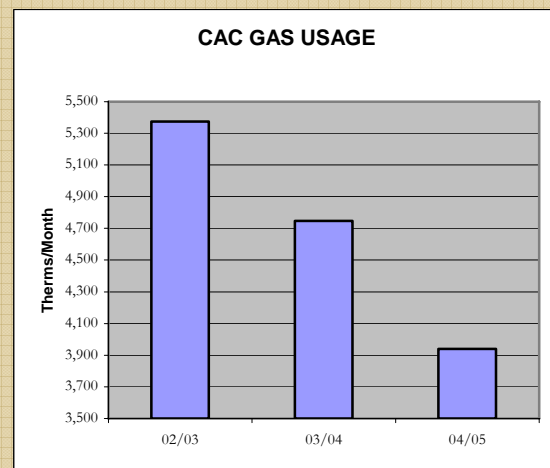


Much of the energy savings of the past several years has been the result of equipment modification and a reduction of operating hours. Modifications such as the use of motion detectors that turn off lights when rooms are unoccupied, high-efficient lighting systems, and modern fixtures in public restrooms have resulted in reductions in electric, water, and gas usage for several years running. Reducing the operating hours of nightlights, fountains and boilers have contributed to both the cost savings and the preservation of natural resources.

The Clerk of the Board's Facility Services has integrated conservation practices into our existing processes of preventive maintenance, handling trouble tickets, and project development. As equipment comes due for maintenance and when trouble tickets are called in, out-dated and faulty parts are replaced with more energy-efficient devices. Improvement projects are developed with the preservation of resources as part of the planning process. The result is a continuous improvement in the efficiency with which the County Administration Center consumes energy.



"Saving energy and resources has become part of our Department's culture," says Building Maintenance Engineer Darnell Johnson. "It plays a role in everything we do."



Clerk of the Board of Supervisors



PROGRAM DESCRIPTION

The Clerk of the Board serves as the Executive Officer of the Board in providing administrative support to, and management of, the Board General Office operations. The Board General Office supports the reception area for the Board, supports the Board Chair through the Chair's Assistant, and assists in the procurement of supplies to the Board Offices. The Clerk of the Board is also charged with providing budget/fiscal procedure support for Board District Offices, maintaining management reports for salary/benefits, services and supplies, fixed assets and special expenses to assist in developing budget proposals and tracking expenditures, and administering personnel matters related to the Board District Offices.



Maria Tiscareno
Legislative Assistant II

Commitment to Family

One of the guiding principles of the County's Strategic Plan is to promote a culture that values our employees. We appreciate our staff and recognize the need to balance the requirements of the job with their lives outside of work. Alternative work schedules allow nearly 20% of our staff flexibility to take care of children and relatives, take advantage of continuing education, or avoid peak transportation hours.

Another way we acknowledge one another's family life is through the "Family Wall," a collection of photographs of our staff with their loved ones. Additionally, each year we welcome families to join us in the office for our holiday party. This year's event featured face painting, a scavenger hunt and a visit from Santa! Family-friendly policies at the workplace make good business sense because they increase workforce motivation thereby improving productivity, and they assist in the retention of our employees.



The Clerk of the Board's 2004 Parade of Lights Holiday Celebration included a screening of the movie, "The Santa Clause."

Clerk of the Board of Supervisors



PROGRAM DESCRIPTION

Established by the Board of Supervisors in December 1997, this program supports major maintenance projects at the County Administration Center. Under direction of the Clerk of the Board of Supervisors and in consultation with CAC tenant departments, projects are established to maintain the historic building and grounds. In FY 99/00 and again in FY 00/01, the Board of Supervisors action creating a Countywide Deferred Major Maintenance Program supplemented this budget.

The mission of this program is to provide major maintenance services to common areas of the County Administration Center.

2004-05 Accomplishments

Required Discipline – Essential Infrastructure

- Replaced the south entrance doors.
- Cleaned the marble walls in first and second floor lobby areas.
- Replaced north basement hallway floor.
- Completed the elevator replacement project.
- Completed the northeast basement asbestos abatement and renovation project.
- Completed construction of a wheelchair accessible washroom on the basement level.
- Sealed and painted the north and south parking lots.
- Refurbished exterior metal railings at north and south entrances.
- Replaced washroom exhaust fans and cleaned ductwork.

2005-07 Objectives

Required Discipline – Essential Infrastructure

- Replace carpet in public conference rooms and hallway.
- Resurface flat roofs.
- Resurface exterior balcony floors north and south.
- Replace air conditioning unit for 9th Floor telephone switch room.
- Replace cooling tower pump motor.
- Clean and refinish metal door and window trim at 4 main entrances.
- Initiate an energy conservation project for Heating, Ventilation, and Air Conditioning (HVAC) central plant equipment and controls.
- Replace deteriorating perimeter railings (non-entry) around the building.

Clerk of the Board of Supervisors



	FY 2003-2004 Actuals	FY 2004 – 2005 Adopted	FY 2005 – 2006 Approved
CLERK OF THE BOARD			
Executive Office			
Staffing	5.0	5.0	5.0
Budget	\$1,107,752	\$948,138	\$965,817
Public Services			
Staffing	10.0	10.0	11.0
Budget	\$685,151	\$786,938	\$861,740
Facilities Services			
Staffing	12.0	11.0	10.0
Budget	\$3,030,034	\$3,065,188	\$3,686,418
Legislative Services			
Staffing	10.0	10.0	11.0
Budget	\$788,444	\$794,355	\$932,279
CLERK OF THE BOARD TOTAL			
Staffing	37.0	37.0	37.0
Budget	\$5,611,381	\$5,594,619	\$6,446,254
BOARD OF SUPERVISORS/GENERAL OFFICE			
District 1			
Staffing	11.0	10.0	10.0
Budget	\$1,027,346	\$1,027,346	\$1,027,346
District 2			
Staffing	12.0	11.0	11.0
Budget	\$1,094,121	\$1,054,121	\$1,054,121
District 3			
Staffing	12.0	11.0	11.0
Budget	\$1,015,560	\$1,015,560	\$1,015,560
District 4			
Staffing	12.0	12.0	12.0
Budget	\$1,027,346	\$1,027,346	\$1,027,346
District 5			
Staffing	13.0	13.0	13.0
Budget	\$1,114,642	\$1,114,642	\$1,114,642
General Office			
Staffing	2.0	2.0	2.0
Budget	\$922,823	\$940,845	\$833,092
BOARD OF SUPERVISORS TOTALS			
Staffing	62.0	59.0	59.0
Budget	\$6,201,838	\$6,179,860	\$6,072,107
COUNTY ADMINISTRATION CENTER MAJOR MAINTENANCE			
CAC Major Maintenance			
Budget	\$778,800	\$375,000	\$834,949

Clerk of the Board of Supervisors



Executive Office

Thomas J. Pastuszka
James W. Browning
David Hall
Frank Galang

Executive Officer/Clerk of the Board of Supervisors
Chief Deputy, Operations and Finance
Chief Deputy, Programs and Personnel
Program Manager

Legislative Services

Harold Randolph
Sara Burt
Denise McClendon
Claire Tosh
Raul Ibañez
Kellie Kellogg
Catherine Santos
Nancy Vizcarra
Teresa Zurita
Lennox Birkhead
Gliceria Magpayo

Program Manager
Board Assistant III
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I
Intermediate Clerk
Intermediate Clerk

Public Services

Grace Andoh
Divina Francia
Lixya Preston De Silva
Cristina Carles
Evelyn Lam
Marvice Mazyck
Sarah Panfil
Diana Ortiz
Patricia Carranza
Dawn Jimenez
Melissa Tibayan

Program Manager
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I
Board Assistant I
Board Assistant I

Facilities Services

Frank Ortega
Sid Alvendia
Ariel De Jesus
James Parks
Darnell Johnson
John Young
Carlos Hyche
Raymond Mahler
Jose Gomez
Carlos Ruiz

Facilities Superintendent
Building Maintenance Supervisor
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer Assistant
Construction and Services Worker II
Gardener II
Gardener I

Board General Office

Erika Black
Maria Tiscareño

Chair's Assistant
Legislative Assistant II

Clerk of the Board of Supervisors



Clerk's Award Recipients

Maria Tiscareño, Raul Ibañez.

Not pictured: Sarah Panfil



Quarterly Award Recipients

Sara Burt, Jose Gomez

Not pictured: Darnell Johnson, Sarah Panfil.



Annual Award Recipients

Marvice Mazyck, Cristina Carles, Frank Galang

Divina Francia, Ariel De Jesus, Claire Tosh

Not Pictured: Darnell Johnson



Clerk of the Board of Supervisors



Commitment to Community

Staff of the Clerk of the Board department are committed to the County of San Diego. This is demonstrated by their involvement in both County organizations as well as other civic and community projects.



Frank Galang, Sara Burt, Evelyn Lam, Frank Ortega,
Claire Tosh

This year, Sara Burt organized the CAC blood drive and, along with Evelyn Lam, coordinated “Daffodil Days” in the department, which benefits the Cancer Society. Claire Tosh organized the department’s charitable activities in support of the March of Dimes, and Frank Galang served as coordinator of the department’s County Employees Charitable Organization. Frank Ortega is instrumental in organizing the annual “Tree of Hope” in the CAC lobby during the holidays, providing an opportunity for county staff and the public to make donations for ornaments to be placed on the tree, with all donations given to the youth of San Pasqual Academy.

In addition, the department has generously supported the Polinsky Center, patient residents of Edgemoor Hospital, the Susan G. Komen Breast Cancer Foundation, the MS Walk, AIDS Walk San Diego, Project SWELL, a kindergarten-12th grade water environment science curricula for San Diego City Schools, the Cystic Fibrosis Foundation and other local charities.

Conclusion

We are proud of our work as custodians of the historic County Administration Center and pleased to be recognized year after year for providing the highest levels of customer service. It is a privilege and honor to serve the citizens of San Diego County and the Board of Supervisors. We look back with satisfaction on a legacy of accomplishment and are committed to continuous improvement going forward. We will continue to seek ways of making our operation more efficient, we will continue to explore new and creative methods to improve and provide the most cost-effective service delivery to our customers, and we will work hard to perform our tasks in a manner that earns to trust and respect of the people we serve.



2004-2005 Clerk of the Board Department Celebrations Committee

Claire Tosh, Evelyn Lam, Raul Ibanez, Cristina Carles, Divina Francia, Lixya Preston de Silva
Not Pictured: Darnell Johnson, James Parks

Clerk of the Board of Supervisors



COUNTY OF SAN DIEGO

Strategic Plan For Fiscal Years 2005-2010



REQUIRED DISCIPLINES

If the County organization is not solvent, competent, responsive and adaptable, we cannot fulfill our obligations to the citizens we serve. In order to accomplish goals associated with any Strategic Initiative, the County must maintain a high level of operational excellence. This excellence depends upon adherence to key disciplines, which serve as enablers to the Strategic Initiatives.

To ensure adherence to key disciplines, the County rigorously tracks performance and risks using a variety of evaluation tools. These tools are part of the Monitoring and Control component of the GMS.

Required Disciplines include:

Fiscal Stability	Continuous application of fiscal discipline ensures our ability to provide services that our customers rely upon in good times and in bad.
Customer Satisfaction	Our customers' satisfaction with the services we provide is a key indicator of our operational performance.
Regional leadership	Fulfilling our role as a regional leader enables us to forge cooperative partnerships and leverage additional resources for the residents of San Diego County.
Skilled, competent workforce	A committed, capable, and diverse workforce is what turns plans and resources into achievement and success.
Essential infrastructure	Operational excellence depends on having the basic facilities and physical resources necessary for superior service delivery.
Information management	Operational efficiency often depends on our ability to organize and access tremendous amounts of data using superior information technology systems.
Accountability/transparency	Accountability to ourselves and to the public requires that County business be conducted as openly as possible.
Continuous improvement	We ensure operational efficiency only through continuous efforts to improve and innovate.

